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Disabled and Aged Regional Transit System
of Hamilton-Wentworth
ANNUAL REPORT
1983

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PRESIDENT'S MESSAGE

It has indeed been a rewarding and fulfilling year for me. D.A.R.T.S.' progress and success stem from the concerted efforts and dedication of Board, Committee and staff members.

Due to the forward thinking of Board members, in particular Mr. Bill Callaghan our Past President, D.A.R.T.S. now has its own premises including garage facilities for repairs and maintenance of vehicles which enhance the effectiveness of its service.

Frequent dialogue with members of Regional Council has given us the opportunity to address policy and procedural issues confirming confidence in the effectiveness of our operations. We have been able to provide Regional Councillors with a greater awareness of the complex nature of the services provided by D.A.R.T.S. I would like to express my thanks to Chairman Anne Jones and Councillors Helen Bell and Bob Wade for their continuing support.

Our plans for 1984 will permit us to reduce our waiting list and extend weekend and holiday hours to 11 p.m. seven days a week, effective July 1. We have forecast a 30% increase in ridership and with the present integrated taxi service our total passenger trips will reach 162,000. With increased productivity, D.A.R.T.S. will benefit substantially from new Provincial subsidy arrangements.

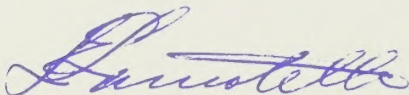
I was very pleased to meet with our passengers at the last Annual Meeting and share with them the mutual pride of having one of the finest systems in Canada. D.A.R.T.S. had demonstrated its leadership in researching vehicles, pioneering computerized scheduling and making the service available to the disabled and aged in a very large geographic area.

On October 20, 1983, as well as on April 4 and 5 of this year, D.A.R.T.S. organized conferences for para transit systems in Ontario. Service achievements for Hamilton-Wentworth are recognized across the Province. D.A.R.T.S. is acknowledged as being a dynamic and innovative system.

We will continue to provide a personalized passenger service. By open lines of communication through our passenger meetings, we can share concerns and ideas to improve the service. Be assured that every decision is made with improved passenger service as the goal. I urge you to support D.A.R.T.S. with your suggestions and comments.

My sincere thanks to all Board and Committee members who have given unselfishly of their time and energies particularly the Executive Committee members who have convened for numerous ad hoc meetings. Special thanks are extended to Lynn Gates, Paul McWhinnie and James Stowe who have completed their terms of office. We will miss them. I would especially like to welcome Ray Collins, John MacArthur, and Judge Morris Perozak who join us for the coming year.

The entire staff at D.A.R.T.S., Brian Pinto our Chief Executive Officer, our drivers and the administrative staff deserve our praise and congratulations. Keep up the good work.

A handwritten signature in dark ink, appearing to read "Laviolette".

Leo Laviolette, P.Eng.
President

**A MESSAGE FROM ALL OF US AT D.A.R.T.S.
TO
OUR PASSENGERS AND THEIR FAMILIES**

As drivers, we are proud to be the front line for D.A.R.T.S. We come to your residences and drive you to varied destinations whether to work, school, your appointments or group outings.

Thank you for the words of appreciation at passenger meetings, in the numerous notes and cards you send, and the encouragement for a job well done.

You and your families trust us implicitly in providing safe and reliable transportation. Even at those times when some of you are noticeably in pain, we see your courage, determination and most of all we note your sense of humour coming through.

As support staff, we will always be here to listen to your comments and suggestions and do our best to accommodate your special needs and concerns. We are very happy to provide this worthwhile Community service to you.

We know from talking with you just how much the expanded hours of night and weekend service mean to you. We also take this opportunity to thank all Agency staff for their courtesy and cooperation. Once again, thanks for your warmth and understanding.

**STATISTICAL SUMMARY
For the Year Ended December 31, 1983**

	1983
Vehicles used	18
Passenger trips booked	140,111
Passengers on charters	5,660
Cancellations & No-shows	17,620
Total passenger trips taken	116,831
Charters	215
Increase over 1982	19.1%
Kilometers travelled	614,079
Average kilometers per trip	5.98
Average cost per kilometer	\$1.65
Average cost per trip taken	\$8.97

Disabled and Aged Regional Transit System of Hamilton-Wentworth
FINANCIAL STATEMENTS



BALANCE SHEET

as at December 31, 1983 (with comparative figures for 1982)

ASSETS

	1983	1982
Current		
Accounts receivable	\$ 47,962	\$ 21,471
Prepaid expenses	13,585	10,970
Due from Regional Municipality of Hamilton Wentworth	12,542	—
	<u>74,089</u>	<u>32,441</u>
Trust and Special Reserve Funds		
Cash	100	100
Due from Regional Municipality of Hamilton-Wentworth	80,478	38,103
	<u>80,578</u>	<u>38,203</u>
Fixed (note 1)		
Purchased vehicles	471,239	327,364
Donated vehicles	41,479	41,479
Office equipment	17,688	1,086
	<u>530,406</u>	<u>369,929</u>
Less accumulated depreciation transferred to the reserve for capital purposes	(411,211)	(209,597)
	<u>119,195</u>	<u>160,332</u>
	<u>\$ 273,862</u>	<u>\$ 230,976</u>

LIABILITIES

	1983	1982
Current		
Outstanding cheques	\$ 38,065	\$ 2,189
Accounts payable - trade	36,024	5,876
Due to Regional Municipality of Hamilton-Wentworth	—	24,376
	<u>74,089</u>	<u>32,441</u>
Trust and Special Reserve Funds		
Reserve for capital purposes	74,412	29,793
Margaret Maxwell Memorial Trust Fund	6,166	8,410
	<u>80,578</u>	<u>38,203</u>
Equity in Fixed Assets	<u>119,195</u>	<u>160,332</u>
	<u>\$ 273,862</u>	<u>\$ 230,976</u>

**STATEMENT OF CHANGES IN
TRUST AND SPECIAL RESERVES
For the Year Ended December 31, 1983**

	Margaret Maxwell Memorial Fund	Reserve for Capital Purposes
Balances - Beginning of Year	\$ 8,410	\$ 29,793
Contributions		
Donations and memberships	1,033	—
Interest income	262	3,482
Provided from current operations —		
In lieu of depreciation	—	60,830
MTC subsidy on capital purchases	—	92,263
Adjustment of MTC subsidy 1981 and 1982	—	72,571
	<u>9,705</u>	<u>258,939</u>
Expenditures		
Special charters	(3,539)	—
Capital purchases	—	(184,527)
Balances - End of Year	<u>\$ 6,166</u>	<u>\$ 74,412</u>

Disabled and Aged Regional Transit System of Hamilton-Wentworth
STATEMENT OF OPERATIONS



For the year ended December 31, 1983 (with comparative figures for 1982)

	1983	1982
Revenues		
Passenger fares — agencies	\$ 221,324	\$ 227,347
— passengers	46,019	32,986
— charters	<u>21,011</u>	<u>18,179</u>
	288,354	278,512
Other	<u>10,500</u>	<u>10,800</u>
	<u>298,854</u>	<u>289,312</u>
Expenditures		
Wages and salaries	543,540	491,918
Employee benefits	77,824	67,803
Gas and oil	82,575	80,086
Repairs and maintenance	103,053	98,603
Office maintenance and rent	7,583	6,595
Licences and permits	1,938	2,690
Insurance	42,102	35,587
Telephone	6,142	4,009
Printing and stationery	10,994	10,349
Postage	3,273	1,772
Professional fees	—	2,085
Miscellaneous	9,562	6,829
Purchase of services	80,008	—
Computer service, audit and legal fees	16,939	11,730
Drivers' training	22,539	19,198
Equipment purchases	15,792	1,383
Communication radio	7,009	8,124
Travelling	1,982	2,305
Uniforms	<u>4,215</u>	<u>887</u>
	<u>1,037,070</u>	<u>851,953</u>
Gross Operating Loss	(738,216)	(562,641)
Provision for Reserve for Capital Purposes	(60,830)	(107,032)
Net Operating Loss	(799,046)	(669,673)
Grants and Donations		
Regional Municipality of Hamilton-Wentworth	280,511	216,459
Ministry of Transportation and Communications	<u>518,535</u>	<u>468,737</u>
	<u>799,046</u>	<u>685,196</u>
Excess of Revenue Over Expenditure	—	15,523
Returned to Region re Prior Year's MTC Adjustment	—	(15,523)
Surplus — End of Year	<u>\$ —</u>	<u>\$ —</u>

Approved on behalf of the Board

L.E. Laviolette, P.Eng., President
R.E. Wodehouse, R.I.A., Treasurer

DIRECTORS

Disabled and Aged Regional Transit System of Hamilton-Wentworth
NOTES TO FINANCIAL STATEMENTS
For the Year Ended December 31, 1983



1. Significant Accounting Policies

- (a) Revenue and Expenditures —
The accrual method has been used to reflect revenues and expenditures.
- (b) Fixed Assets —
Purchased vehicles and office equipment are recorded at historical cost. Subsidies received toward the purchase of these assets are credited to accumulated depreciation.
Donated vehicles are stated at their estimated retail value at the date of acquisition.
- (c) Depreciation and Reserve for Capital Purposes —
A provision is charged to the revenues for the reserve for capital purposes. The provision is equivalent to a charge for depreciation calculated on the straight-line basis at the rate of 25% per annum of the historical cost of the assets. For those assets for which a subsidy has been received, depreciation is calculated at the rate of 25% per annum of the historical cost less the related subsidy.

2. Change in Accounting Policies

- (a) During the year the organization changed its method of accounting for those assets which were eligible for subsidy.
Such assets are now recorded at historical cost with related subsidies being credited to accumulated depreciation thereby reducing the net book value of the asset.
In addition, the rate at which subsidized assets were being depreciated has been changed whereby all assets are now depreciated at the rate of 25% per annum (see note 1(c)). The effect of this change is not significant.
- (b) The policy of reporting a surplus created by the payment of the Regional Municipality of Hamilton-Wentworth grant has been changed by reducing the grant. The 1982 figures have been restated to agree with the reporting change.
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AUDITOR'S REPORT

We have examined the balance sheet of the Disabled and Aged Regional Transit System as at December 31, 1983, and the statements of operations and changes in trust and special reserves for the year then ended. Our examination was made in accordance with generally accepted auditing standards and accordingly included such tests and other procedures as we considered necessary in the circumstances.

In our opinion, these financial statements present fairly the financial position of the organization as at December 31, 1983 and the results of its operations for the year then ended in accordance with accounting principles set out in the notes to the financial statements applied on a basis consistent with that of the preceeding year.

February 11, 1984

MacGillivray & Co.
Chartered Accountants

EXECUTIVE DIRECTOR'S REPORT

This report gives me the opportunity to review the past year and share with you some of our plans for the coming year.

First of all I'd like to join with our passengers in thanking our drivers for their dedication and support. They deserve a large share of the credit for the progress achieved this past year.

The major response from our passengers in late 1982 indicated the need for weekend service. In the spring of 1983, we introduced weekend and holiday service from 9:30 a.m. to 8:00 p.m. and I am very pleased that usage has increased significantly. Effective July 1, 1984, the hours for weekend and holiday service will be extended to 11:00 p.m. For the many requests we receive, this extension of time will be welcomed.

During fiscal 1983, we provided 122,491 passenger trips, an increase of 19.1% over the previous year. Our forecast is a 32% increase over this for fiscal 1984 and it is going to be a challenge to reach it. Since budget approval, steps have been taken to reduce our waiting list and increase ridership. Vehicle maintenance, repairs and fuel consumption marginally increased in 1983 due to improved preventative maintenance, scheduling and conversion to propane. Also, due to a favourable claims experience these past couple of years, insurance premiums have been reduced. Congratulations to all our drivers!

In 1983 we developed a test program using taxis to supplement our own vehicles which is now an integrated service. The program was so successful that taxis are now used to reduce our waiting list and to provide service to a greater number of passengers particularly at peak times. Also, more wheelchair passengers can receive service or increase their frequency of trips on our specialized vehicles. We would welcome any comments from passengers on this new service.

In July 1983, we developed a custom-built vehicle based on passenger and driver input. With the feedback from passengers, further modifications are contemplated. Four replacement vehicles of this type (affectionately nicknamed the "D.A.R.T.S. paddywagon") are slated for delivery this year. We thank the Royal Canadian Legion, Branch 58 for donating one of these vehicles. We have received favourable comments on the comfortable interiors.

We researched our computer needs with the help from Mr. Jim Scranton of Dofasco and presently have our word processing, mailing lists and scheduling on computer. I hope in the near future to have our trip bookings and accounting computerized. This will help contribute to growing effectiveness in the Community.

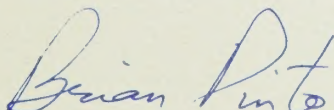
In October of last year and April of this year, D.A.R.T.S. organized seminars for para transit systems in Ontario to discuss common problems and study ways and means to improve service. Board members Harrison Arrell and Pat Fischer-De Groote were outstanding moderators for these events. Passengers who were in attendance were made aware of the complexities of the operations. I think we can all be proud that D.A.R.T.S. is recognized by other municipalities as a dynamic system demonstrating leadership.

On April 1, 1984, we moved to premises on Ewen Road and I invite you to come and visit with us. We now have our own garage facilities with additional space for staff which will enhance effectiveness of the operations.

I would like to express my sincere thanks to all Board members for their advice and support, in particular to George Oravec who was our Vice President for last year, and to Dorothy Cauley who was Secretary for the organization. I would like to thank retiring Committee members Mandy Karuzas and Marion Stewart for their help in organizing the Annual Meetings and Newsletters. And to Ross Robinson for his involvement and aid in our written communications. Also, many thanks to Lynn Gates, Paul McWhinnie and James Stowe whose terms of office have expired. Finally to Leo Laviolette our President for his confidence in management and dedication to D.A.R.T.S.

On behalf of our passengers, I would like to thank Regional Council, Chairman Anne Jones, Councillors Helen Bell and Bob Wade for their continuing support and encouragement. Finally, I thank every staff member for their ideas and suggestions, their dedication to passengers and their pride in D.A.R.T.S.

The raison d'être is you our passengers. I urge you to attend the passenger meetings, tell us your concerns and give us your ideas and comments. I take this opportunity to thank you, your families and the Community for its tremendous support. With your help we can continue to improve the transportation service that contributes to the quality of life in our Community.



Brian Pinto
Executive Director



SERVING YOU FOR 1983-84

D.A.R.T.S. Board of Directors

Leo Laviolette, P.Eng.		President
William Callaghan, Q.C.		Past President
George Oravec		Vice President
Robert Wodehouse, R.I.A.		Treasurer
Helen Bell		Regional Representative
Harrison Arrell, LL.B.	Norman Corfe	Donna Crockett
Marilyn Davis	Patricia Fischer	Lynn Gates
Jack Harris	Paul McWhinnie, B.Comm., C.A.	Ross Robinson
James Stowe	Peter Street	
Brian Pinto		Executive Director

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Executive

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William Callaghan
George Oravec
Robert Wodehouse

Finance and Administration

Robert Wodehouse, Chairman
Helen Bell
Paul McWhinnie

Service and Operations

George Oravec, Chairman
Norman Corfe
Patricia Fischer
Lynn Gates
Jack Harris
Peter Street

Personnel

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Donna Crockett
Jack Lowes
James Stowe

Community Relations

Harrison Arrell, Chairman
Donna Crockett
Marilyn Davis
Ross Robinson

Nominating Committee

William Callaghan, Chairman
Leo Laviolette
George Oravec

Acknowledgements to:

Andre's Wines Ltd., Winona, Ontario
Coca Cola Ltd., Hamilton, Ontario
Cooper's Florist, Hamilton, Ontario
Marilyn Davis, St. Joseph's Hospital
Kevin Dunn, Hamilton, Ontario
Art Hill, Hamilton, Ontario
Rita Murphy, Hamilton, Ontario
Plumbers & Steamfitters Local 67 Banquet Centre, Hamilton, Ontario
Royal Canadian Legion, Hamilton Branch 58, Ladies Executive Auxiliary
Sing-A-Longs (Ian McCarthy and Ted Moyes), Hamilton, Ontario
Stirling Print-All, Hamilton, Ontario
Triple Play Band, Hamilton, Ontario
Jackie Washington, Hamilton, Ontario
And to all those who have generously donated.
